

Report

Carers (Scotland) Act 2016

Edinburgh Integration Joint Board

2 March 2018



Terms of referral

1. When it met on 2 February 2018, the Strategic Planning Group considered the attached report, which provides an update on the progress made in implementing the requirements of the Carers (Scotland) Act 2016. The act will come into effect on 1 April 2018. The key changes introduced by the Act are:
 - a change in the **definition of carer** so that it encompasses a greater number of carers
 - placing a duty on integration authorities to agree a set of **eligibility criteria** in respect of services for carers, which requires a change to be made to integration schemes
 - placing a **duty** on local authorities to prepare an adult carer support plan (ACSP) or young carer statement (YCS) for anyone they identify as a carer, or for any carer who requests one
 - giving local authorities a **duty to provide support** to carers who meet local eligibility criteria
 - requiring local authorities and NHS boards to involve carers in carers' services
 - giving local authorities a **duty** to prepare a carers' strategy for their area
 - requiring local authorities to establish and maintain advice and information services for carers.
2. The report details the work of the four work streams established to take forward the implementation of the new legislation:
 - Workstream 1: Local eligibility criteria
 - Workstream 2: Adult carer assessment/support plans and young carers statements
 - Workstream 3: Communication

- Workstream 4: Finance
3. The work streams report to the Strategic Carers' Partnership, which meets monthly and is chaired by the Strategic Planning Manager. Other members include the two unpaid carer members of the Edinburgh Integration Joint Board, third sector organisations working with adult and young carers and officers from NHS Lothian, the City of Edinburgh Council and the Health and Social Care Partnership.
 4. Details of progress in implementing the legislation are provided in the form of a completed copy of the Readiness Toolkit issued by the Scottish Government, attached as Appendix 1 to the report. Copies of the paperwork associated with the eligibility criteria and the Adult Carers Support Plan are attached as Appendices 2 and 3 to the report. The risk register for the implementation programme is attached as Appendix 4.
 5. Work to refine the eligibility criteria is ongoing with carers' organisations. The Integration Joint Board will be asked to approve the criteria once these have been finalised and the necessary changes made to the integration scheme to delegate this function.
 6. The report also provides details of a pilot to test the draft eligibility criteria, adult carers' support plan and new ways of working across partners, which has just commenced in the North West locality. This has involved the Carers' Support Workers based in the hospitals and localities, and the Council's Family and Household Support Service.
 7. Following consideration of the report, the Strategic Planning Group agreed to:
 - i. note the progress made in the implementation of the Carers (Scotland) Act 2016
 - ii. endorse the approach taken to the development and testing of the eligibility criteria and Adult Carers Support Plan
 - iii. request a further report in due course detailing the outcomes of the pilot in the North West locality.

For Decision/Action

8. The Strategic Planning Group agreed to refer the report to the Integration Joint Board, with a recommendation that the Board:
 - i. endorse the approach taken to the development and testing of the eligibility criteria and Adult Carers Support Plan as the basis for finalising a set of eligibility criteria, which the Board will be asked to approve.

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[Background papers](#)

Report to the Strategic Planning Group 2 February 2018 attached

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Report

Carer (Scotland) Act 2016

Edinburgh Integration Joint Board Strategic Planning Group

2 February 2018

Executive Summary

1. This report provides the Strategic Planning Group with an update on progress in work being undertaken to ensure readiness for the implementation of the Carers (Scotland) Act 2016 on 1 April 2018. Further, it will outline the pilot to be undertaken in the North West Locality starting in January 2018 and running for six months to test new ways of working across partners, team communication, the proposed eligibility criteria, assessment of young and adult carers, allocation of services and funding.

Recommendations

2. The Strategic Planning Group is asked to:
 - i. note the progress made in the implementation of the Carers (Scotland) Act 2016
 - ii. endorse the approach taken to the development and testing of the eligibility criteria and Adult Carers Support Plan
 - iii. recommend that the Edinburgh Integration Joint Board endorse the approach taken to the development and testing of the eligibility criteria and Adult Carers Support Plan as the basis for finalising a set of eligibility criteria that the Board will be asked to approve

Background

3. The key aspects of the Carer (Scotland) Act 2016, which comes into effect on 1 April 2018 are:

- a change in the **definition of carer** so that it encompasses a greater number of carers
 - placing a **duty** on local authorities to prepare an adult carer support plan (ACSP) or young carer statement (YCS) for anyone they identify as a carer, or for any carer who requests one
 - giving local authorities a **duty to provide support** to carers that meet local eligibility criteria
 - requiring local authorities and NHS boards to involve carers in carers' services
 - giving local authorities a **duty** to prepare a carers strategy for their area
 - requiring local authorities to establish and maintain advice and information services for carers.
4. In Edinburgh a common approach has been taken to the implementation of the new legislation for both adult and young carers. Work has been taken forward through four workstreams, membership of which has included stakeholders from the Council, NHS Lothian, the Health and Social Care Partnership, third sector organisations and representatives of young and adult carers. The workstreams are:
- Workstream 1: local eligibility criteria
 - Workstream 2: Adult carer assessment/support plans and young carers statements
 - Workstream 3: Communication
 - Workstream 4: Finance
5. The workstreams report to the Strategic Carers Partnership which meets on a monthly basis. The Partnership is chaired by the Strategic Planning Manager other members include the two unpaid carer members of the Edinburgh Integration Joint Board, third sector organisations working with adult and young carers and officers from NHS Lothian, the City of Edinburgh Council and the Health and Social Care Partnership.
6. The Scottish Government Carers Team have produced a Readiness Toolkit for the Carers Act which has been adopted by the Strategic Carers Partnership as a means of monitoring progress towards implementation. The Toolkit, a completed version of which is attached as Appendix 1 covers 15 areas:
- Programme management and governance
 - Workforce support and development
 - Role of the third sector
 - Communication and public awareness

- Providing real choice/commissioning
 - Information and systems
 - Finance and demand
 - Monitoring and evaluation
 - Adult carer support plans
 - Young carer statements
 - Local eligibility criteria
 - Duty to provide support to carers
 - Carer involvement
 - Local carer strategies
 - Information and advice services for carers
7. A pilot to test out the new eligibility criteria, adult carers support plan and young carers statement and new ways of working across partners has just commenced in the North West locality involving the Carers Support Workers based in the hospitals and localities and the Family and Household Support Service.
 8. Although the Scottish Government issued draft guidance on the implementation of the Carers Act at the very end of December 2017, they do not expect to be in a position to issue final guidance until March 2018.

Main report

9. Workstream 1 focused on the local eligibility criteria has developed a policy statement and set of principles in terms of eligibility and defined five levels of eligibility based on the risk that the impact of providing unpaid caring places on the individual. The workstream has also considered eligibility thresholds and proposed a set of indicators of the impact on and risk to adult carers outcomes. A similar set of indicators has been produced in respect of young carers. In both cases the indicators are based upon the SHANARRI indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included). These indicators were originally developed in respect of Getting It Right for Every Child (GIRFEC). However, work has been done in Edinburgh particularly through the Inclusive Edinburgh Project to extend their application to adults, Getting It Right for Everyone (GIRFE). The Wellbeing Wheel using the SHANARRI indicators is used within the Edinburgh Integration Joint Board's Strategic Plan 2016-19 to illustrate the person-centred outcomes that the Board seeks to achieve for all citizens in order to improve their health and wellbeing.
10. The draft, policy, principles and eligibility criteria are set out in Appendix 2. It should be noted that further work is currently taking place with colleagues from

VOCAL (Voice of Carers Across Lothian) to ensure that the wording of the outcomes on page 9 of this document are as relevant to adult carers as possible.

11. The Scottish Government is amending legislation so that the responsibility for setting the local eligibility for carers will be delegated to Integration Authorities. This will require an amendment being made to integration schemes, which will then need to be approved on an individual basis by ministers of the Government. The Government has written to Chief Officers asking that revised integration schemes be submitted for approval by 2 March 2018. The Chief Executive of NHS Lothian has written to the Government advising that in the case of the four Lothian Integration Joint Boards it will not be possible to obtain the necessary approvals from the four Councils and NHS Lothian Board within these timescales.
12. Workstream 2 has focused on the development of the Adult Carers Support Plan and Young Carers Statement. A copy of the draft Adult Carers Support Plan is attached as Appendix 3. The document is outcome focused, short, straightforward and encourages the use of a 'good conversation' rather than a tick box approach. The proposed plan has been designed to act as a combined assessment and support plan and will support the collection of all necessary data to meet the performance reporting requirement set out by the Scottish Government.
13. Workstream 3 is responsible for the development and delivery of a communications plan. Lack of resources due to staff sickness has meant that this workstream is not as advanced as it should be. However, the Strategic Carers Partnership has been discussing the use of a multi-agency approach to launching and promoting the Carers Act.
14. Workstream 4 is working to identify the financial implications of the implementation of the Carers Act. The working group includes finance colleagues from both adult and children's services and had been waiting for information from the Scottish Government around any additional funding that may be made available. The budget settlement announced in December included £19m for the implementation of the Carers Act across Scotland. Edinburgh's share of this amount is £1.6m. This includes £0.4m previously allocated through the Carers Information Strategy. Therefore, only £1.2m of the £1.6m is new money. The funding is to cover the cost of additional assessments for both adult and young carers associated with the implementation of the Act, not the cost of additional service provision. It should be noted that only responsibility for adult carers has been delegated to the Edinburgh Integration Joint Board. The Chief Finance Officer of the integration Joint Board is a member of a national group that is considering this issue.

15. Work is now underway to test the draft Eligibility Criteria and the Adult Carer Support Plan (ACSP) and the Young Carer Statement (YCS) in a pilot in the North West Locality. In addition to testing the new paperwork and processes, the pilot will focus on establishing a working relationship and shared knowledge and experience to support unpaid carers and their families within their local community using the knowledge of the Family and Household Support teams within their wards and Edinburgh Carer Support Teams in each locality. All the services that will be part of the pathway already operate within the localities. The intended outcome will be to improve communication and referral pathways between the hospital teams and community based teams building capacity and resilience within local communities.
16. In-house training that focuses on the draft Eligibility Criteria, Adult Carer Support Plan and Young Carer statement paperwork that has been developed to meet the new duties as outlined in The Carers Act (Scotland) 2016 will be delivered on the 29th January 2018 to 40 participants in the pilot.
17. The longer-term goals to be driven forward on the back of the pilot are to:
 - improve communication between teams within localities regarding the needs of unpaid carers
 - move to a position where the most appropriate/relevant person undertakes a carer assessment after training (including outcomes training) reducing the reliance on social workers to carry out the assessment
 - develop pathways with Edinburgh Alcohol and Drug Partnership and mental health services to improve community based support for unpaid carers
 - develop Community of Interest Forums – working with carers across different sub groups, for example, drugs and alcohol, mental health. The forums will support carers within their communities and recognise the work they undertake.
 - support the implementation of the Locality Improvement Plans to improve experiences for unpaid carers across the city based on the results of the pilot being carried out in the North West Locality
 - reduce hospital admissions and readmissions as a result of carer stress.
18. Work to develop and implement the revised joint carers strategy will pick up pace once the current intensity of work to implement the Carers (Scotland) Act 2016 has abated.

Key risks

19. A working group of relevant officers including Finance, Strategic Planning and Commissioning and Risk Management have developed a Risk Register in respect of the implementation of the Carers (Scotland) Act, which is attached as Appendix 4. There are however two immediate risks:
 - Firstly, in respect of the pilot, the outcome focused conversation training to be provided to staff is a bespoke version of a day long training reduced to 3 hours and delivered in-house which has not been tried before. It is assumed the professional teams identified will have the skills and experience to benefit and implement the learning from the training into practice. Written guidance will be available along with support from line managers with regular audits of the quality of the completed documentation.
 - The recruitment and retention of the Hospital Discharge Carer Support Service and community carer support team is challenging due to the fragmented funding arrangements in place for the posts. Several staff have been recruited recently who have then left for more secure contracts. Stabilising the funding and recruitment of staff would be essential for the long-term sustainability of the pathway.
20. Additional funding made available by the Scottish Government in respect of the Carers Act is only intended to cover the additional costs related to carrying out assessments for both adult and young carers. No additional funding has been made available for meeting the cost of additional identified needs that the Health and Social Care Partnership and City of Edinburgh Council will have a legal duty to meet. Work is currently underway to estimate what these additional costs might be.

Financial implications

21. The financial implications are set out in paragraph 14 above.
22. Workstream Four will look at the financial impact of the Act and this group is made up of the Strategic Planning and Commissioning Officer leading the work on the Carers Act, the Strategic Planning Manager, representatives from the Finance Teams supporting the Health and Social Care Partnership and Communities and Families, the third sector and Carers. An internal scoping meeting took place in December 2017 and a full group meeting with all partners will take place in January 2018. As with all workstreams updates and progress will be discussed at the Strategic Carers Meeting, which is the governance group for the four workstreams.

23. In 2017/18 Edinburgh Integration Joint Board received £0.16m to support the implementation of the Carers Act, only a small amount of this budget has been spent and any remaining balance will be carried forward for prioritisation by the Strategic Carers Partnership.

Implications for Directions

24. This report provides an update on progress in delivering Direction EDI_2017/18_12 a, b and c:

The City of Edinburgh Council and NHS Lothian are directed to:

- a. develop and implement a new carers strategy co-produced with carers and carers organisations;*
- b. undertake an analysis of the financial implications of implementing the Carers (Scotland) Act 2016;*
- c. implement the requirements of the Carers (Scotland) Act 2016 in a way that improves how carers needs are assessed and met;*

Equalities implications

25. An Integrated Impact Assessment is currently underway for the Implementation of the Act.

Sustainability implications

26. An Integrated Impact Assessment is currently underway for the Implementation of the Act.

Involving people

27. Unpaid carers are involved at all levels of governance in respect of the implementation of the Carers (Scotland) Act 2016 including the two unpaid carer members of the Integration Joint Board. Carers organisations working with both adult and young carers also sit on the Strategic Carers Partnership that oversees the work of the four workstreams. There has been consultation with both adult and young carers throughout the development of the Eligibility Criteria, the Adult Carers Support Plan and Young Carers Statement and their input has influenced and changed the drafts to date. This engagement will be ongoing throughout the development and implementation of the Carers (Scotland) Act 2016.

Impact on plans of other parties

28. Carers (Scotland) Act 2016 will have an impact on all areas of work as carers crosscut all aspects of life to varying degrees. The lead officer is currently establishing links to relevant strategies to ensure a joined-up approach to meeting carers needs within different service areas.

Background reading/references

[Carers \(Scotland\) Act 2016](#)

Report author

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Appendices

Appendix 1	Readiness Toolkit for the Carers Act as at 19/01/18
Appendix 2	Edinburgh Carer Support Eligibility Criteria (Draft)
Appendix 3	Adult Carers Support Plan (Draft)
Appendix 4	Risk register

Readiness Toolkit for the Carers Act

Name of Integrated Authority: Edinburgh Health & Social Care Partnership/Communities and Families	
Name of person completing the toolkit: Kirsten Adamson	
Job Title: Strategic Planning and Commissioning Officer	
Date of Return:	
Contact email address & telephone number: Kirsten.Adamson@edinburgh.gov.uk	

Areas 1 – 8 set out the impact of the changes and where work will be necessary in a number of ‘enabling’ areas. It invites integration authorities to self-assess/evaluate their progress against several key milestones and provisions within the act.

To aid completion, in the column marked "Current Position", some of the questions have a drop down menu, which is activated by clicking on the lower right hand side edge of the box.

Please select the most relevant option that best reflects their current position.

Area 1: Programme Management and Governance					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
1.1	Set up programme structure and governance	What stage are you at with developing a local programme/project plan for implementation of the Carers Act with clear milestones and targets?	Completed/In place		
1.2		Does your project plan reflect dependencies between different programme areas within the integration authority? E.g. Self-directed support or Older People's services	In progress	Alignment of SDS legislation within HSCP and Communities and Families using same criteria. Working group in place to	
1.3		Do you have named staff in place with clear accountability for individual elements of the changes within the Act? E.g. Carers Lead Officer, Planning and Commissioning Officer, Commissioning Manager for carer services or a Service Manager.	Completed/In place	Strategic Planning Officer for Carers in place with lead responsibility for implementing the Act. We also have working groups lead by key staff members.	
1.4		To what extent do your plans take into account the budgetary cycles of the integration authority?	In progress	awaiting further guidance on budgets	
1.5		Have you included a member of your corporate finance team as a key member of the programme team?	Completed/In place	yes- staff identified	
1.6	Children's services	If children's services are not devolved to your integration authority, have you considered how you will ensure that they are involved in your planning for implementation of the Act?	Completed/In place	Strategic Planning Officer for Carers covers both adult and young carers. Managers from Childrens Services involved along with third sector	

Area 2: Workforce Support and Development					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
2.1	Skills of workforce	To what extent does your workforce currently have the skills, confidence and support necessary to implement the act in the way you want?	Partially	Some staff will need more support & training than others. Ongoing Carer Champion training is being rolled out across workforce.	
2.2		Have you considered both statutory staff and those of external providers including community and voluntary sector partners in your planning process for training?	In progress	Pilot in NW Locality with third sector and in-house colleagues attending - outcome focused training.	
2.3		Is there adequate training and support for staff in place to develop skills in outcomes focussed conversations and practice and help staff develop more meaningful relationships with the people they support including carers? (also see Q 9.5 and Q10.5)	In progress	Pilot in NW Locality with third sector and in-house colleagues attending - outcome focused training.	
2.4		Do frontline health and social care practitioners have a thorough and detailed understanding of the new legal duties and responsibilities?	Limited/Needs development	Regular updates have started with senior teams across Communities and Families and HSCP. There is an outstanding need	
2.5		Are you able to say how learning and innovation is shared to the workforce?	Yes, training will be developed on a multi-agency basis.		

2.6		How are people learning across disciplines and professional groups? Are there any opportunities for cross sector learning?	Yes, training will be developed on a multi-agency basis.		
2.7		Are you able to outline the learning and development resources including any technology used to implement the act?	this is still to be defined		
2.8	Carer awareness	To what extent, do you have carer awareness raising policies and procedures in place for the workforce?	Fully	we have a range of policies and information sessions for staff	
2.9		To what extent are staff able to access both carer awareness raising materials and learning opportunities for development?	Fully	access via internet or managers.	
2.91		For staff who work in education, to what extent are they able to identify, assess and support young carers? E.g. guidance staff, primary school teachers etc	Fully	Work is done with 3rd sector to promote this.	
2.92		To what extent does your integration authority make use of EPiC (Equal Partners in Care), the national framework for workforce learning and development related to unpaid carers?	Fully	training in place	

Area 3 : Role of the Third Sector					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
3.1	Role of the Third Sector	What role will the third sector undertake in relation to preparations for implementation of the Act?	Third sector organisations sit on the Carers Strategic Partnership and are involved in implementation groups	involved in all aspects of implementation	
3.2		Are there contracts in place with third sector organisations who are providing services or elements of the Carers Act? e.g. information and advice, adult carer support plans, young carer statements or short breaks.	Completed/In place		
3.3		To what extent do these contracts need to be revised in relation the Carers Act?	Partially	Contracts will be revised as needed	
3.4		Do new carer support services need to be commissioned?	In progress	Strategy will inform Comisioning requirements	
3.5		To what extent have you considered the key role of carer centres and carer organisations in the implementation of the Act?	Fully	they are fully involved	

Area 4: Communications and Public Awareness					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
4.1	Develop a Communications Plan	To what extent have you developed a local communication plan for the Carers Act?	In progress	action plan being developed - requires resourcing	
4.2		To what extent have you engaged with stakeholders to raise awareness of the Carers Act?	In progress	this will follow from above - engagemnt with relevent teams is underway including SMT.	
4.3		To what extent have you ensured that your political leaders, chief officer and senior management fully understand how the Carers Act affects the organisation, role and services for local people and are confident in communicating this?	In progress	Report will be submitted to Council's Strategic Group, The Integration Joint Board and the Children's Partnership.	
4.4		To what extent have you raised awareness amongst adult and young carers of the commencement of the Carers Act in your area?	In progress	Discussions with relevent teams is underway - communication plan requires resource to be actioned.	
4.5		Have you produced or planning to produce any materials or information online to promote the Carers Act?	In progress	yes, this will be part of the communication plan	
4.6		To what extent have carers been involved in the development of your communications plan?	Fully	carers on the working groups	

Area 5: Providing real choice / Commissioning					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
5.1	Commissioning	To what extent have you ensured a range of choices for carer support and a strong role for carers in commissioning their own support?	In progress	Part of SDS and eligibility criteria and implementation working group - working with colleagues in Communities and Families to ensure synergy between to service areas.	
5.2		To what extent are carers involved in your strategic commissioning and procurement exercises?	In progress	Adult carers sit on the Strategic Planning Group which considers all strategic and commissioning plans and business cases this needs to be considered further as review of Joint Carer Strategy develops	
5.3		To what extent are carer organisations and third sector providers involved in your strategic commissioning and procurement exercises?	In progress	This will be through the Carers Strategic Partnership.	
5.4		Do you have arrangements in place to actively involve carers, families and the wider community in the design, development, delivery and review of innovative carer support arrangements?	In progress	To be progressed through the Carers Strategic Partnership	
5.5		Do you have a Joint Strategic Needs Assessment that covers the needs and assets of adult and young carers in your area, and how you will meet these needs?	In progress	A Joint Strategic Needs Assessment was developed to inform the production of the IJB Strategic Commissioning Plan. This is being updated and further developed on an ongoing basis and includes adult carers. Need to consider how this can be extended to young carers	
5.6	Prevention and Assets based approach	To what extent have you had an increased focus on preventative and assets based approaches, that could be used to avoid formal service use?	In progress	strategy is preventative - plus for eg role of community partnerships, Family Group Decision Making.	
5.7		Are you able to share any examples of preventative and assets based approaches and the links to workforce development?	needs further clarity		
5.8		What are your plans to connect these approaches with community information and resources to support self-management development?	Role of community partnerships, locality HUBS, FGDM		
5.9		To what extent have you undertaken a review of your preventative service provision to prepare post April 2018?	In progress	we need to consider this further	

Area 6 : Information and Systems					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
6.1		To what extent have you considered whether implementing a new system such as an online self-assessment or use of Skype might help manage any demand pressures?	Fully	this has been considered and is being progressed	
6.2		Have you considered all the systems you have in place currently and how they can best meet the new requirements of the Act?	In progress	this is ongoing	
6.3		What changes need to be made to your systems and processes to develop and implement an allocation system for adult carer support plans, young carer statements and access to support?	this is being looked at	IT services need to be included	
6.4		Do your plans allow sufficient time for workforce to be trained in new systems and processes?	Partially	training will be needed and timing of this needs to be considered	

Area 7 : Finance and Demand					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
7.1		To what extent do you have financial monitoring and reporting processes in place so changes in demand and any associated cost pressures can be identified early?	In progress	this will be set up once we have more guidance from SG. We have a working group for this area.	
7.2		To what extent have you considered the financial impact to implementation of the Carers Act?	Fully	tried to scope this at an earlier stage	
7.3		Are senior management and political leaders briefed on progress regularly with the financial impact to implementation of the act?	Partially	this is ongoing	

Area 8 : Monitoring and Evaluation					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
8.1		To what extent have you considered the monitoring and evaluation requirements associated with the Carers Act?	In progress	This is being consider at our strategic group	
8.2		Does baseline information on carers and carer support already exist in your area?	Completed/In place	there has been a local review which will be used as a benchmark for future planning.	

Areas 9 – 15 follow the parts, chapters and sections of the Carers (Scotland) Act 2016 and provides a short summary of the changes and likely impact, statements to use to test local progress and plans, and asks integration authorities to consider their progress against a number of the tasks necessary to be Carers Act compliant and to fully achieve the objectives as set out in the Scottish Government's high level implementation plan for the Carers Act.

Area 9: Adult carer support plans (Sections 6 to 11)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
9.1	Duty to prepare adult carer support plan	To what extent do you need to adapt or revise your current adult carer assessment model to take into account the requirements for the adult carer support plan (ACSP) in the Act?	Fully	a working group is actioning this	
9.2		Who will undertake ACSP's in your area?	Mixture of Third Sector, Health and SW		
9.3	Adult carers of terminally ill cared-for persons	What is your existing process for carrying out an assessment for carers of terminally ill cared-for persons?	we don't have a separate assessemnt for this area. CHECK	This will be picked up as part of the work being undertaken to develop and implement a Palliative Care and End of Life Strategy	
9.4		Are you planning to make any changes to this in light of the legislation or for timescales that will be regulated for in the future? Can you outline what might they be?	yes, this needs to be considered	as above	
9.5	Adult carers: identification of outcomes and needs for support	Are you developing a process with carers for identifying an adult carer's personal outcomes and needs for support? (also see Q2.3)	In progress	this work is being done as part of the working group	
9.6		How will you ensure that adult carers with protected characteristics are aware of and have access to ACSPs ?	this will be considered as part of the working group	An Integrated Impact Assessment will be undertaken on process	
9.7	Content of adult carer support plan	To what extent have you considered the content in the provisions that will be required to feature in an adult carer support plan?	In progress	working group in place to look at this	
9.8	Review of adult carer support plan	What processes are you planning to put in place for the review of ACSPs?	working group doing this	working group in place to look at this	
9.9	Adult carer support plan: provision of information to carer etc.	How will you ensure that the information contained in the adult carer support plan will be shared with the adult carer and any other person that the adult carer requests?	this would be normal practice		
9.91		To what extent do you currently make use of emergency and future planning when undertaking assessment of carers needs?	Fully	This will also be picked up through the work currently taking place on Anticipatory Care Planning	
9.92		Are you considering how the ACSP will contain information about whether the adult carer has arrangements in place for the provision of care to the cared-for person in an emergency and for the future care of the cared-for person?	Completed/In place	this is aldready in place	
9.93	Good practice on emergency and future planning	Do you currently use or plan to make use of Enable Scotland's toolkit and resources on emergency and future planning? If not- what other resources do you use?	In use		

Area 10: Young carer statements (Sections 12 to 20)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
10.1	Duty to prepare young carer statement	To what extent do you need to adapt or revise your current young carer assessment model to take into account the requirements for the young carer statement (YCS) in the Act?	Fully	this is being done by a working group	
10.2		Who will undertake YCS's in you area?	third sector, health and sw		
10.3	Young carers of terminally ill cared-for persons	What is your existing process for carrying out an assessment for young carers of terminally ill cared for persons?	same as for other children in need/young carers		
10.4		Are you planning to make any changes to this in light of the legislation or for timescales that will be regulated for in the future? Can you outline what might they be?	yes, this will be looked at		
10.5	Young carers: identification of outcomes and need for support	Are you developing a process for identifying a young carer's personal outcomes and needs for support? (see also Q 2.3)	In progress		
10.6		How will you ensure that young carers with protected characteristics are aware of and have access to a YCS?	the working group will consider this		
10.7	Content of young carer statement	To what extent have you considered the content that will be required to feature in a young carer statement?	In progress		
10.8	Emergency and future care	Are you considering how the YCS will contain information about whether the young carer has arrangements in place for the provision of care to the cared-for person in an emergency and for the future care of the cared-for person?	yes, this is already in place		
10.9	Review of young carer statements	What processes are you planning to put in place for the review of YCS's?	reviews already in place		
10.91	Young carer statement: provision of information to carer etc.	Are you planning for how the information contained in the YCS will be shared with the young carer and any other person that the young carer requests?	Completed/In place		
10.92	Continuation of young carer statement	Are you taking into consideration that despite the fact that a young carer has attained the age of 18 years, any young carer statement prepared in relation to that carer continues to have effect until the carer is provided with an adult carer support plan?	Partially	yes we are looking at this as some of our YC services support until the age of 25	
10.93	Responsible authority: general	Please refer to section 19			
10.94	Responsible authority: special cases	Please refer to section 20			

Area 11: Local eligibility criteria (Sections 21 and 22)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
11.1	Duty to set local eligibility criteria	How will eligibility criteria be developed locally and how will carers and carers organisations be involved in this process?	working group involving carers and third sector	using guidance from NCO	
11.2		Do you feel you have systems and processes established to determines a carer's eligible needs?	In progress	working group looking at this.	
11.3		What preventative support will be offered to carers who do not meet the eligibility criteria threshold for carer support?	There is a range of community and third sector supports in place.		
11.4	Publication and review of criteria	To what extent are you developing your local eligibility criteria in order for it to be published before 01 April 2018?	Fully	working within time lines for this	
11.5		Are you aware that your local eligibility criteria must be reviewed every 3 years?	Yes		
11.6	National eligibility criteria	Please note section 23 which is part of National Matters			

Area 12: Duty to provide support to carers (Sections 24 to 26)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
12.1	Duty to provide support	To what extent do you understand the term "responsible local authority" in section 24 of the Act?	Fully		
12.2		To what extent are you considering how carers can be effectively supported without diminishing support to the cared-for person?	In progress	They will have their own assessment & eligibility will be determined from this.	
12.3	Provision of support to carers: breaks from caring	Have you considered that when determining which support to provide to a carer under section 24(4), the local authority must consider in particular whether the support should take the form of or include a break from caring?	Yes		
12.4	Market Sufficiency	To what extent is your local social care market able to provide a range and choice of quality short breaks across all caring situations?	Fully	we have a number of providers. We will review the capacity required as part of overall capacity planning work. Providing and procuring the level of care required is a challenge in Edinburgh.	
12.5	Charging for support provided to carers	Have you acknowledged the implications of Section 26 of the Carers Act in your local social care charging policy?	In progress	we need to look into this further	
12.6	Dovetailing with self-directed support	To what extent does your approach to self-directed support for people dovetail with your planned approach to self-directed support for carers?	yes	we are looking into how best we can achieve this	
12.7		How will your approach to self-directed support for carers align with your local eligibility criteria for carers?	they will need to be aligned		
12.8		To what extent are you considering use of self-directed support policy and practice to support carers?	this is in place		

Area 13: Carer involvement (Sections 27 to 30)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
13.1	Duty to involve carers in carer services	To what extent are there structures in place to facilitate effective carer engagement? How will 'hard to reach' carers be involved in local planning?	Fully	plans in place - eg MECOPP but still need to consider the area of hard to reach carers further.	
13.2		What are the arrangements for engaging carers in the areas of the Act which require carer involvement, including the development of local eligibility criteria, service planning and local carer strategies?	Through the Strategic Carers Partnership and in working groups		
13.3	Carer involvement in hospital discharge of cared-for-person	Do health boards have systems in place to ensure the carer's views are taken into account in relation to carer involvement in care planning and hospital discharge? Do these work?	Fully	Carer Support Hospital Discharge workers will be in place attached to all 4 Locality HUBS.	
13.4		How will the health and social care workforce be trained to take account of the new duties in relation to carer involvement in care planning and hospital discharge?	this will be promoted by EPIC and other methods		
13.5		Could you outline the use or planned use of learning and development resources to support the above new duties?	carer awareness training		
13.6	Involvement of, assistance to and collaboration with carers	Please refer to section 29			
13.7		What is the role of carer representatives on IJBs in relation to preparations for the Act?	Carers sit on the IJB, Strategic Planning Group and the Carers Strategic Partnership that is overseeing the implementation of the Act		
13.8	Care assessments: duty to take account of care and views of carers	To what extent have you considered how a ACSP/YCS and the assessment of the cared-for person will interact?	In progress	this will be addressed by working groups	

Area 14: Local Carer Strategies (Sections 31 to 33)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
14.1	Duty to prepare a local carer strategy	Each local authority and relevant health board should jointly prepare a local carer strategy. What stage is this at?	In progress	strategic group will progress this	
14.2	Preparation of local carer strategy	What are your timescales for the development and preparations of your local carers strategy?	plan to be done by the end of 2017		
14.3		How will carers and the third sector be involved in its development and how will it link with the Integration Authority's strategic plan?	they are involved at all stages	Production of the Strategy will be overseen by the Carers Strategic Partnership	
14.4		To what extent have you considered how you will undertake consultation on your local carers strategy?	Fully	communication team working on this	
14.5	Publication and review of local carer strategy	To what extent have you considered the publication and review of your local carer strategy within the 3 year timescales?	In progress		

Area 15: Information and advice service for carers (Sections 34 to 36)					
No.	Implementation requirement	Implementation tasks	Current Position	Further Comment	Local Action required
15.1	Information and advice service for carers	Is there currently an information and advice service for carers in the area?	Completed/In place	third sector and in house service	
15.2		Does its role need to be extended to support the new duties in the Act?	Partially	this should be considered	
15.3		How will it be resourced to address any increase in demand on its services?	waiting to hear is any additional resources from SG, as first step		
15.4		How will you ensure that carers with protected characteristics are aware of and have access to information and advice?	we would currently do this		
15.5		Have you considered the need for a brokerage service to help carers with self-directed support options?	yes	This will be considered as part of the wider piece of work taking place around brokerage for adults	
15.6	Short breaks services statement	Is information on the range, availability and eligibility requirements for short break services available locally? If not, how will it be collated?	on edinburgh choices web site		
15.7		Is there a good range and choice of short break services available locally? If not, where are the gaps and how can choice be extended?	there are gaps for children with severe and challenging behaviour		
15.8		To what extent are you preparing for and planning to publish your short breaks services statement?	In progress	we need to look into this further	
15.9		How will you ensure that it is accessible to all carers including those with protected characteristics?	as we currently do for all communications.		
15.91	Carers' Charter	Are you aware that Scottish Ministers will prepare a Carers' Charter in 2018/19?	yes		

APPENDIX 2

Edinburgh Carer Support Eligibility Criteria

Implementation date: 1st April 2018

Control Schedule

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Introduction to Eligibility Framework

Background

Unpaid carers are the largest group of providers of care in Scotland and should be recognised as equal partners in providing vital care and support. Carers should be supported not be worse off by caring.

Carers, and the people they support, must be at the centre of care planning. They should have the opportunity to define their contribution to the care of the person, know what to expect and be clear about the support they are entitled to.

In the case of young carers, they are entitled to be children first and foremost, and should be aware that frameworks like 'Getting it Right for Every Child' are also likely to be relevant to them.

The Carers (Scotland) Act 2016, implemented from 1 April 2018 is designed to support carers' health and wellbeing. It puts a duty on the Edinburgh Health & Social Care Partnership and the City of Edinburgh Council to provide support to carers, where identified needs meet agreed eligibility criteria.

To achieve this, a framework of eligibility criteria has been developed covering two aspects:

1. the definition of levels and types of need for support.
2. the thresholds that must be met to be eligible for support.

What our eligibility framework will achieve

Preventative support will be the norm and a firm part of our policies and practice. The framework creates a fair and transparent system for determining eligibility and carers with different needs will be treated equally in accessing support and services.

Assessments for support should identify steps to prevent deterioration in the carer's health or the caring situation. By defining clear personal outcomes for carers at different levels of support, the benefits from accessing both preventative and intensive support will be outcome focused. This will allow change to be measured.

Staff will work jointly with carers to complete a personal Adult Carer Support Plan (ACSP) or Young Carer Statement (YCS) that identifies their individual needs and personal outcomes. These will then be assessed in line with the agreed local eligibility criteria to ensure that the right level of support is delivered at the right time

All questions about needs and outcomes will have a clear purpose for carers. The ACSP/YCP will complement and relate to carers' information and advice services covering issues such as emergency and future care planning, advocacy, breaks from caring, support services for carers, ensuring carers know where to go for help, income maximisation and carers' rights.

Policy Statement

The Carers (Scotland) Act 2016 is designed to support carers health and wellbeing, it places a duty on the local Health and Social Care Partnership and City of Edinburgh Council to provide support to carers based on their identified needs which meet the local eligibility criteria.

In respect of adult carers responsibility for agreeing the eligibility criteria lies with the Integration Joint Board. The Board and the City of Edinburgh Council (in respect of young carers) set local eligibility criteria frameworks that reflects the requirements of the national guidance.

Definition

The Carers Act includes the following definitions:

Meaning of “carer”

- (1) In this Act “carer” means an individual who provides or intends to provide care for another individual (the “cared-for person”).*
- (2) But subsection (1) does not apply—*
 - (a) in the case of a cared-for person under 18 years old, to the extent that the care is or would be provided by virtue of the person's age, or*
 - (b) in any case, to the extent that the care is or would be provided—*
 - (i) under or by virtue of a contract, or*
 - (ii) as voluntary work.*
- (3) The Scottish Ministers may by regulations—*
 - (a) provide that “contract” in subsection (2)(b)(i) does or, as the case may be, does not include agreements of a kind specified in the regulations,*
 - (b) permit a relevant authority to disregard subsection (2)(b) where the authority considers that the relationship between the carer and the cared-for person is such that it would be appropriate to do so.*
- (4) In this Part “relevant authority” means a responsible local authority or a responsible authority (see section 41(1)).*

Meaning of “young carer”

- In this Act “young carer” means a carer who—*
- (a) is under 18 years old, or*
 - (b) has attained the age of 18 years while a pupil at a school, and has since attaining that age remained a pupil at that or another school.*

Meaning of “adult carer”

In this Act “adult carer” means a carer who is at least 18 years old but is not a young carer.

Our Principles

Carers:	Carers will be recognised as equal partners in providing care and support.
Outcomes:	Good quality outcome focused assessment continues to be central to developing effective carer support plans. This aims to achieve improved outcomes with and for carers / young carers with health and social care needs
Decision Making:	We aim to ensure consistency and transparency and timely decision making.
Expectation & Entitlements:	Carers should not be worse off by caring and are clear about the support they are entitled to.
Recognition & Expertise:	Unpaid carers are the largest group of providers of care in Scotland and should be recognised as equal partners in providing vital care and support.
Equity:	Our framework creates a fair and transparent system for determining eligibility that is understood by carers
Diversity & Equality:	Carers with different needs will be treated equally in accessing services and support.
Prevention:	Assessments for support should prevent deterioration in the carer's health or the caring situation.

Ease: Carers' ACSP/YCS are not be burdensome questions about needs and outcomes they have a clear purpose for carers, not just the support system

Explaining the Process

Through the Carers (Scotland) Act 2016 The City of Edinburgh Council has a duty to support carers whose needs meet the eligibility criteria framework. This can be broken down into four steps:

Step One

A carer who wishes to access support will be offered or can request an ACSP or YCS. This will involve conversations with the carer to jointly assess their caring situation and needs and how they can best achieve their personal outcomes. However, all will still have access to universal and/or preventative services. Carers may also be signposted to information and advice centres, carers organisations and projects in the city that provide carer services. All carers are entitled to a support plan which sets out

- a) An adult carer's identified personal outcomes
- b) An adult carer's identified needs (if any)
- c) The support (if any) to be provided by the responsible local authority to an adult carer to meet those needs.

Content of adult carer support plan

- (1) An adult carer support plan must contain—
 - (a) information about the adult carer's personal circumstances at the time of preparation of the plan, including—
 - (i) the nature and extent of the care provided or to be provided,
 - (ii) the impact of caring on the adult carer's wellbeing and day-to-day life,
 - (b) information about the extent to which the adult carer is able and willing to provide care for the cared-for person,
 - (c) information about whether the adult carer has arrangements in place for the provision of care to the cared-for person in an emergency,
 - (d) information about whether the adult carer has arrangements in place for the future care of the cared-for person,

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- (e) information about the identification of the adult carer's personal outcomes, including about the carer's identified personal outcomes,
 - (f) information about the identification of the adult carer's needs for support, including—
 - (i) if the adult carer has identified needs, those needs,
 - (ii) if no needs for support are identified, that fact,
 - (g) information about the support available to adult carers and cared-for persons in the responsible local authority's area,
 - (h) if the adult carer does not reside in the responsible local authority's area, information about the support available to adult carers in the area where the adult carer resides,
 - (i) if the adult carer's identified needs meet the local eligibility criteria, information about the support which the responsible local authority provides or intends to provide to the adult carer to meet those needs,
 - (j) if the adult carer's identified needs do not meet the local eligibility criteria, information about the support which the responsible local authority provides or intends to provide to the adult carer,
 - (k) information about whether support should be provided in the form of a break from caring,
 - (l) information about the circumstances in which the plan is to be reviewed.
- (2) Each second and subsequent adult carer support plan must also contain information about the extent to which any support provided under a previous plan has assisted in the achievement of the adult carer's identified personal outcomes.

Step Two

Once a Support Plan has been completed, setting out the carer's personal outcomes, needs and range of action for support, eligibility criteria will be identified.

Step Three

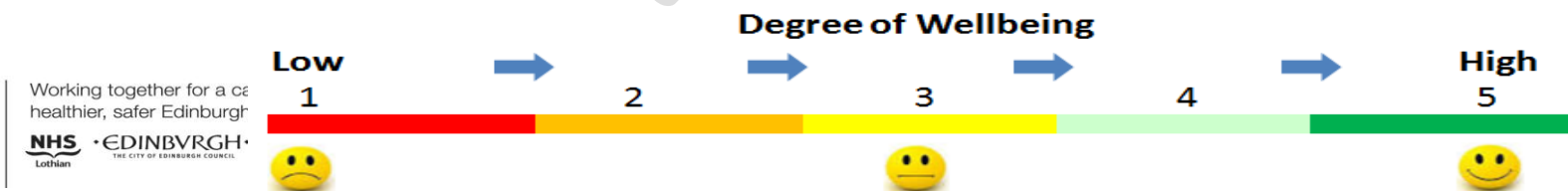
The level of support the carer is entitled to will depend upon the extent to which they meet the eligibility criteria.

Step Four

Once the level of support has been agreed, the carer will then decide how they would prefer to arrange their support and choose from the four self-directed support options. Carers will be involved in each stage of the process and in all decision making. A review date will be set at this point.

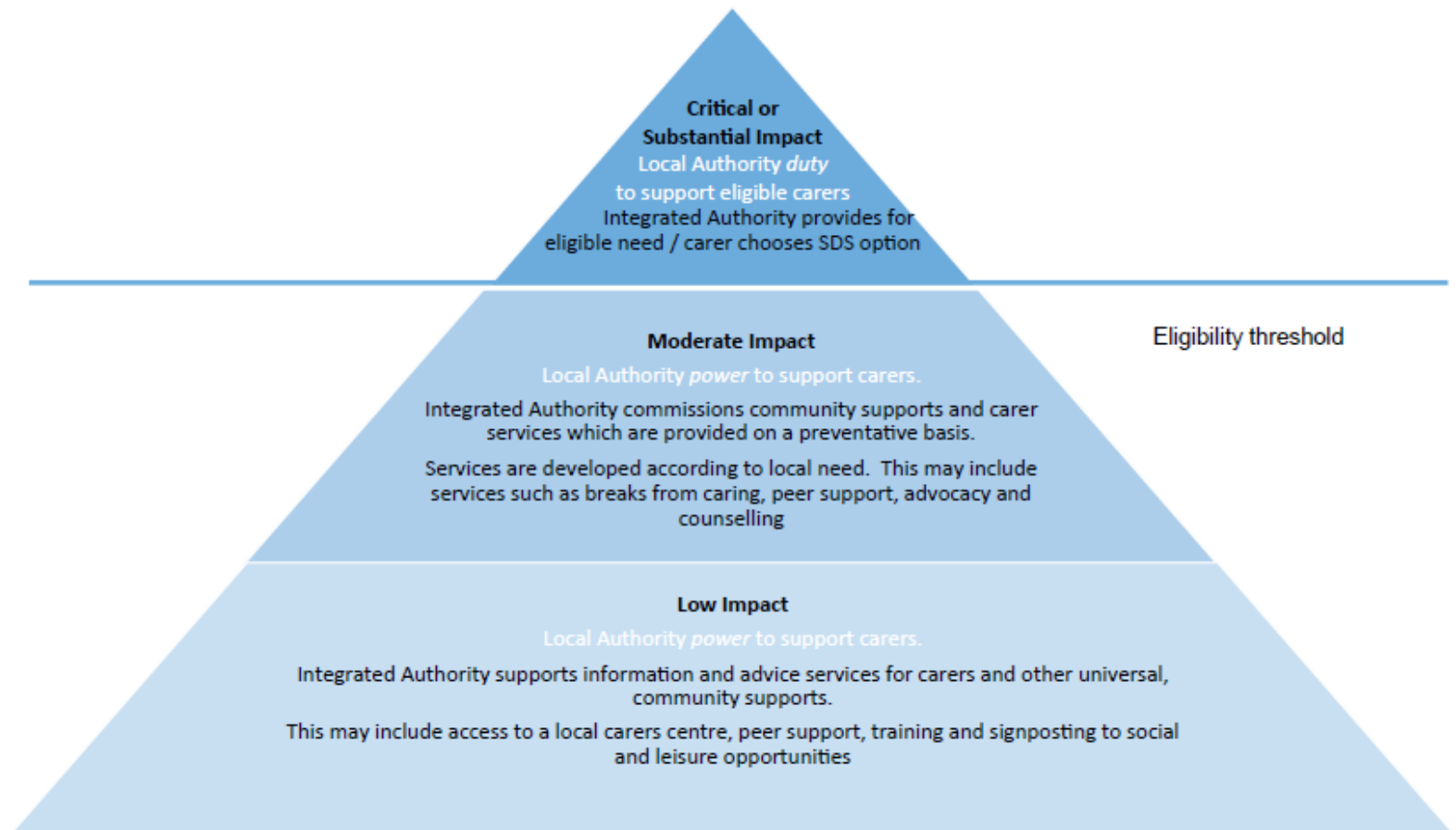
Eligibility for Services is decided in terms of risk to an individual. There are five indicator categories:

No Impact (5)	Indicates that there are no quality of life issues resulting from the caring situation and at this moment no need for support or advice.
Low Impact (4)	Indicates that there may be some quality of life issues but low risk to a carer's capacity for independence or health and wellbeing. There may be some need for universal and/or preventative support or advice.
Moderate Impact (3)	Indicates that there is some risk to a carer's capacity for independent living and health and wellbeing. This may call for provision of some health and social care services.
Substantial Impact (2)	Indicates that there is major risk to a carer's capacity for independent living and health and wellbeing. Likely to require urgent provision or health and social care services.
Critical Impact (1)	Indicates that there are significant risks to a carer's capacity for independent living and health and wellbeing. Likely to require immediate provision or social care services.



Eligibility thresholds: where eligibility sits in relation to carer support as a whole

Info to be inserted here regarding SDS detail for eligibility – this is currently being discussed with communities and families SDS team – governance of this will be within workstream 4.



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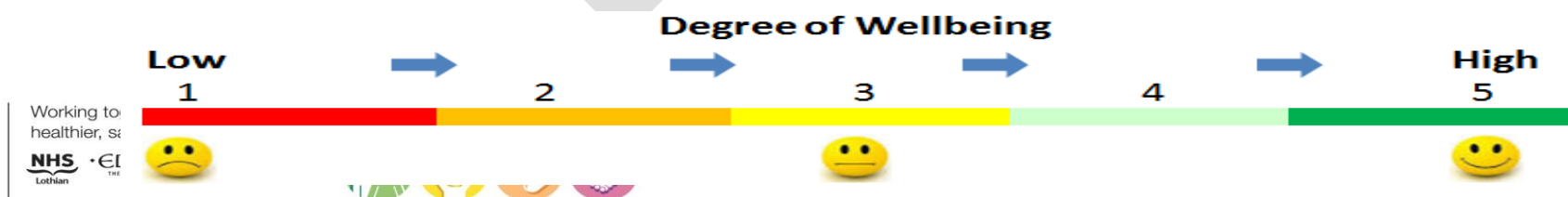


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Indicators: Impact on and Risk to Adult Carer Outcomes

Safe	Healthy	Achieving	Nurtured	Active	Respected	Responsible	Included
I am safe with my family	I eat well	I am learning new things	I receive warmth and love	I take part in activities	I am involved in decisions which affect me	I am considerate to others	I have friends
I am safe where I learn or work	I look after myself	I feel confident	I have people who look out for me	I take part in activities with others	I have help to share my views	I have an understanding of right and wrong	In my learning environment people involve me in activities
I am safe where I live	I get the care and support I need	I do the best I can	I have the food I need and I am kept clean and warm		I am treated fairly	I meet my responsibilities	I have opportunities to be with people who are important to me
I keep myself safe	I enjoy life	I am ready for the next stage in my life	I receive praise and encouragement	I am helped to be active	I have my own space	I make a positive contribution	I feel that other people want me around
I am safe around other people	I am able to deal with difficult things	I get the help I need to learn	I am listened to when I am worried or upset		I have people around me who I trust and who trust me	I make good decisions	I have help to overcome disadvantages and barriers



Young Carer Statements

Why?

- To ensure that young carers do not take on inappropriate caring tasks or caring that is inconsistent with their age and maturity.
- To identify and record each young carer's individual needs, personal outcomes and support to be provided by the responsible local authority to meet those needs.
- To ensure that there is effective planning in place to further support transition arrangements for moving from a young carer statement to an adult carer support plan.

Preparation of young carer statement

- The responsible authority is a health board for preschool age, and local authority for schools.
- YCS should be offered to the young carer and the young carer can request one.
- The YCS should link to the Child's Plan if there is one in place.
- Consideration needs to be given to who is best placed to prepare the statement, e.g. the local authority, health professional or someone else who is suitably qualified to do so.

Identification of outcomes and needs for support

- In identifying a young carer's personal outcomes and needs for support, the YCS must take into account any impact that having one or more protected characteristics has on the young carer.
- Low level needs and the support to meet those needs will be considered as part of the young carer statement process. This process will be based on the identification of personal outcomes, needs and risks.

- Where there is a very young carer in the early years of primary school, caring for a family member, support provided should be directed towards removing them from that role through enhanced support for the person that they care for. There may be some scope for a young child to make a contribution to the care of their parents, but this has to be appropriate to their age and maturity amongst other factors.
- The outcomes must cover the SHANARRI indicators of wellbeing. The SHANARRI indicators are: **Safe, Health, Achieving, Nurtured, Active, Respected, Responsible and Included.**

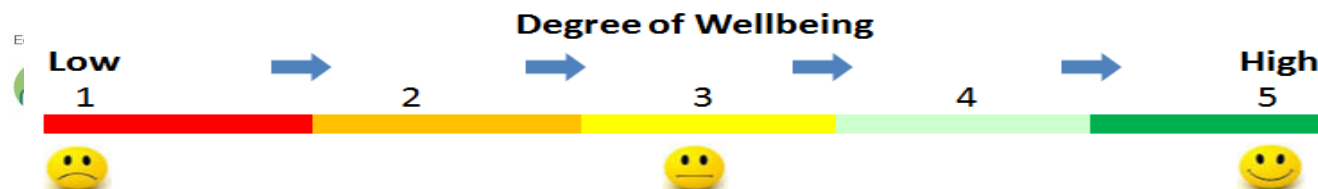
Content of young carer statement

- The YCS will include the nature and extent of care provided or to be provided as well as the impact of caring on the young carer's wellbeing and day-to-day life.
- The YCS must contain information about the extent to which the young carer is able and willing to provide care for the cared-for person. Consideration should also be given to ensure that any caring being undertaken should be age appropriate.
- It is necessary to ensure that young carers are seen as children and young people first and foremost and are protected from undertaking inappropriate care tasks or caring that is inconsistent with their age and maturity.

Indicators: Impact on and Risk to Young Carer Outcomes

Safe	Healthy	Achieving	Nurtured	Active	Respected	Responsible	Included
I am safe with my family	I eat well	I am learning new things	I receive warmth and love	I play / take part in activities	I am involved in decisions which affect me	I am considerate to others	I have friends
I am safe where I learn or work	I look after myself	I feel confident	I have people who look out for me	I play / take part in activities with others	I have help to share my views	I have an understanding of right and wrong	In my learning environment people involve me in activities
I am safe where I live	I get the care and support I need	I do the best I can	I have the food I need and I am kept clean and warm		I am treated fairly	I meet my responsibilities	I have opportunities to be with people who are important to me
I keep myself safe	I enjoy life	I am ready for the next stage in my life	I receive praise and encouragement	I am helped to be active	I have my own space	I make a positive contribution	I feel that other people want me around
I am safe around other people.	I am able to deal with difficult things	I get the help I need to learn	I am listened to when I am worried or upset		I have people around me who I trust and who trust me	I make good decisions	I have help to overcome disadvantages and barriers

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Implementation

Roles and Responsibilities

Those carrying out plans/assessments of an individual's needs must ensure that the appropriate carer eligibility criteria is satisfied before support is provided.

In all cases, those carrying out plans/assessments should ensure that carers are encouraged, and where necessary supported, to access mainstream public services, and local community services.

We give priority to carers who are assessed as being within the critical and substantial impact categories.

Carers who are assessed as being in moderate and low impact categories may be eligible for other services such as: advice and information; advocacy; carer support, counselling services and befriending and volunteer services.

Carers' eligibility should be recorded on client record systems as appropriate.

Related documents

[Carers \(Scotland\) Act 2016](#)

[Scottish Parliament - Carers \(Scotland\) Bill](#)

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Edinburgh Health and Social Care Partnership



Equalities and Impact Assessments

Completed May 2017

Strategic Environmental Assessment

This policy does not have any environmental implications.

Risk Assessment

Decisions about who can receive ACSP/YCS are based on an assessment of need. Local partnerships will give priority to carers who are at the greatest need. Local partnership's carer's eligibility criteria is based on the Carers Act (Scotland) 2018. It is used to identify the degree of risk to an individual carer's capacity for independent living or health and wellbeing taking account of each carer's circumstance.

Review

The policy and associated procedures will be reviewed within 3 years subject to any further changes in legislation.

Monitoring procedures will be carried out 12 monthly to measure impact

About you:

Name:

Date of Birth:

Address:

Postcode:

Gender: Male Female Other

Ethnic Group:

Date Requested:

Date Completed:

Referred By:

About the person(s) you care for:

Name:

Date of Birth:

Address:

Postcode:

Gender: Male Female Other

Ethnic Group:

Relationship to you:

Who else helps you care?

Client Group:

What my average week looks like:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Comments/Additional Information:

Think about your caring role:

What does an average **good** day look like? 

What does an average **bad** day look like: 

What is difficult in my caring role?

Are you able to care?

Things that worry me in my caring role:

Who supports me in my life:

In order to have more good days the support I need would be:

Your level of support

Eligibility Score: Low Medium High

Budget Offered? Yes No

If **yes** this is how I would use my budget to meet my agreed outcomes:

Support:

Cost:

Please keep all receipts

Do you need information/support from other organisations?

If something happens to me please contact:

Can we share this form? Yes No

If **Yes** who do you agree we can share it with?

Support offered to meet your Outcomes?

Which organisation will deliver it?

Date they were contacted:

Date agreed support could start:

Who is the lead person to contact (Name and contact information?)

When will this support be reviewed and who will do it?

Date Reviewed:

Who completed this form with you?

Name of worker:

Date:

Organisation:

Contact Number:

Would you like a copy of YOUR Adult Care Support Plan? Yes

No

If yes date you received a copy:

Please sign once completed

Adult Carer's Signature and Date

Worker's Signature and Date

Appendix 4 - Carers Act Implementation Risk Register

	Category	Key risks	Key risks	Risk owner	Impact	Likelihood	Inherent risk	Key controls in place	Impact	Likelihood	Current risk	Approach	Further actions	Action owner	Due date
1	Strategy	EHSCP/CEC may not be able to achieve the cultural change required by the Act - particularly if we are risk averse and resistant to innovation this could undermine the intent of the Act and could lead to inconsistencies, dispute and over onerous procedures.	If culture change is not effective implementation of the act will be impacted negatively resulting in a lack of embeddedness/understanding of requirements	Kirsten Adamson	4	4	16	Planned communication strategy with internal teams and other key stakeholders. Training plan in place for the roll out of the act supported by communication plan.	2	2	4	Treat	Ensure training and communications address need for cultural change e.g. train staff to be more outcome focussed.		
2	Strategy	The same amount of financial resource must now stretch across a larger carer population and could result in existing carers receiving less financial support for their existing situation. This will have longer term and wider reaching financial consequences across all other support services including health and housing, carers relationships breaking down, untenable pressure on 3rd sector providers.	Decreased financial resource could result in carers benefits decreasing leading to negative social impact, for example housing, carers relationships, impact of welfare reform	Kirsten Adamson	4	5	20	Current plans assume a standstill budget allowing for the commissioning and contract management currently in place to continue until the Scottish Government provide clarity regarding additional resources for the implementation of the Act.	3	3	9	Treat	Workstream 4 Finance group established with relevant stakeholders in attendance to plan for future delivery within resources allocated. Any decisions made will be over seen by the Strategic Group that meets on a monthly basis.		
3	Strategy	Inconsistencies with approach to SDS assessments and payments may result in gaps and poor implementation of the Act, leading to poor outcomes for carers. This is turn may lead to pressure on other areas of the Council e.g. Housing.	Staff are not adequately informed regarding the Carers (Scotland) Act 2016 and are not trained in how to carry out the outcome focused assessments resulting in poor outcomes for carers and delays in offering support.	Kirsten Adamson	4	4	16	Working group in place to ensure that approaches for the eligibility criteria are joined up. Current training is available regarding SDS and makes reference to the Carers Act. Staff carrying out assessments are required to attend outcome focused conversations training prior to carrying out assessments.	3	3	9	Treat	Ensure approach to assessments is standardised with SDS and appropriate training given. Ensure collaboration with CEC teams involved with Universal Credit assessments.		
4	Service delivery	Assessors may not carry out assessments in line with the new requirements	Assessors may not carry out assessments in line with the new requirements resulting in inaccurate assessments with associated negative impact on support offered.	Kirsten Adamson	5	5	25	All staff carrying out assessments will be required to complete outcome focused conversations training. A pilot in North West will test all aspects of the paperwork and new processes over a six month period and review feedback prior to expanding to other localities.	2	2	4	Treat	Pilot schemes with 2 different groups to be undertaken and followed up with 'lessons learned' review. Training to be rolled out.		
5	Service delivery	Localities may take different approaches to making assessments and payments which would result in an increase of inconsistencies and dispute resulting in negative impact to carers support offered.	A fragmented approach to implementing the Act may result in Carers receiving different outcomes in different localities that will impact of how their needs are met. This could result in disputes regarding the decisions made after assessments have been	Kirsten Adamson	4	4	16	All staff carrying out assessments will be required to complete outcome focused conversations training. A pilot in North West will test all	2	2	4	Treat	Ensure standardised approach to assessments as well as allowing for locality/community differences.		

6	Service delivery	The public and carers may have different expectations of what we can deliver and/or not understand the changes the new Act brings in. This could lead to confusion as well as some carers not applying/receiving entitled support and others disputing assessment decisions.	If stakeholder expectations are skewed they will not be able to anticipate the package available resulting in negative impact on carers/service provision	Kirsten Adamson	4	4	16	Forums month strategy meeting. Comms team advice. Final draft SG guidance	0	Treat	Ensure robust communication with the public through localities, schools and third sector groups. Not aware that Scottish Government have planned communication approach. We are still waiting for a final draft of the Scottish Government guidance.		
7	Financial	The introduction of the Act may bring a spike in demand particularly in the early days - when training and the budget allocation for embedding the Act will not yet be in place. This could lead to undue pressure on staff, financial resources and ability to deliver the service as required.	Risk that training is not in place in timely way resulting in lack of understanding by staff who are delivering changes to the act with further negative impact on carers/reputation	Kirsten Adamson	5	5	25	Communication plan and continued engagement with unpaid carers and relevant partners. Training for staff on Outcomes focused conversations has started for the key partners involved in the North West Pilot.	16	Treat	need some demographic information from strategy and insight - help and advice across service areas.		
8	Financial	There is insufficient capacity to undertake the extra assessments required by the Act. Already we are unable to undertake assessments for a smaller carer population within required timeframes. We currently have 2000 people waiting for needs assessments and/or additional support plans which represents a weekly shortfall of approx. 60/67.	Risk that there are not enough trained assessors to carry out the increased demand and waiting lists will grow significantly resulting in poor outcomes for carers.	Kirsten Adamson	4	4	16	Communication plan and continued engagement with unpaid carers and relevant partners. Training for staff on Outcomes focused conversations has started for the key partners involved in the North West Pilot.	9	Treat	Consider how best to include engagement of school staff (guidance teachers) in making assessments. Ensure requirements are proportionate (re school capacity) and communications and training are scheduled into school in-service days ASAP. if required increased resource to meet demand. need some demographic information from strategy and insight - help and advice across service areas.		
9	Regulatory	We may not achieve our legal duty to prepare support plans resulting in non compliance/adverse impact on service delivery	Risk is that there is a delay in carrying out assessments and offering support to carers and their needs are not met	Kirsten Adamson	4	4	16	Communication plan and continued engagement with unpaid carers and relevant partners. Training for staff on Outcomes focused conversations has started for the key partners involved in the North West Pilot.	16	Treat	Continuous monitoring and review of the situation and escalation of the risk using relevant mechanisms		
10	Service Delivery	Relationships with partnerships may become strained impacting negatively on service delivery/clients wellbeing	Lack of understanding/working with partners could impact service delivery/partnership relationships resulting in negative impact to carers	Kirsten Adamson	4	4	16	commissioned services/partnership with regular updates. Lead officer has commissioning knowledge over Communities and Families and Health and Social Care Partnership.	9	Treat	Planned Contract Management meetings and sharing of information from these meetings with relevant partners.		
11	Service Delivery	Several different recording systems are currently used e.g. SWIFT, Seemis, AIS, Track data may become fragmented.	Data is fragmented and difficult to interpret in a meaningful way. Risk that key trends will be missed as information is fragmented and stored on different systems and service gaps are not recognised.	Kirsten Adamson	5	5	25	Meetings are planned with the key officer to understand the scale of the risk and identify solutions, both in the short and longer term, that ensure data is recorded and can be extracted.	16	Treat	Continuous monitoring and review of the situation and escalation of the risk using relevant mechanisms		

12	Regulatory	A review of existing policies and procedures to meet the new duties of the Act including mapping required for other less obvious policies and procedures (separate risk?)	Risk that Policies and Procedures do not reflect the key new duties of the Act and they are not implemented effectively and this impacts on unpaid carers outcomes.	Kirsten Adamson	5	5	25	To be raised at the Strategic Carers Partnership meeting for action and agreement	4	4	16	Treat	Continuous monitoring and review of the situation and escalation of the risk using relevant mechanisms	
13	Financial	Risk that timeline of Act coming into place in April 2018 and budget being released by Scottish Government in March 2018 will result in essential funding not being in place which will have adverse effect on implementation of the act/risk that there will not be sufficient funding if there is additional demand	Risk that effective implementation of the duties of the Act will be fragmented and poorly actioned resulting in carers needs not being met.	Kirsten Adamson	5	5	25	Working group established for Workstream 4 (Finance) and are planning based on known budget currently in place. CFO is on the National Finance group related to the Carers Act and feeds back regarding discussions and actions.	4	4	16	Treat	Continuous monitoring and review of the situation and escalation of the risk using relevant mechanisms	